



ELDER SERVICES COORDINATOR ASSISTANT ELDER SERVICES DEPARTMENT

Unit: NON-UNION - MS 1-1 – Full-Time Benefits Eligible

Reporting To: Director of Elderly Services

Salary Range: \$719.85/weekly - \$910.86/weekly

Location: Elderly Services

Hours: 8:30 AM – 4:30 PM. 35 Hours per week. May be required to be available for after-hours events.

Application Deadline: Open Until Filled

Definition

The Elder Services Coordinator Assistant position is responsible for providing higher-level clerical support and initiatives to the Elder Services Director and staff.

Essential Functions

Working under the supervision of the Elder Services Director and/or designee:

- Greet visitors and customers, answer the telephone and general emails, answer basic questions and provide general information. For more complex questions and needs assist callers, customers, and visitors with reaching the proper staff person or resource. May assist with registering visitors and customers for programs and activities.
- Tasks associated with opening the building.
- Assist with program development and implementation. May lead programs in some instances.
- Research available grants for future programming.
- Assist with maintenance and data entry for the “My Senior Center” software database.
- Coordinate SHINE program counselors and schedule appointments for elders.
- Assist with the scheduling of transportation needs for elders, including assistance with the Home Delivered Meals program.
- Assist in setting up and breaking down for special events
- Backup driver for Home Delivered Meals delivery.
- Backup driver for senior transportation.
- Assemble and compute data, and prepare statistical reports, summaries, other municipal records, documents, and monthly statistical reports.
- Sort, file, record various materials, and classify materials according to subject matter or other classification.
- May provide administrative support to the Elder Services Commission, posting meetings in accordance with Open Meeting Law, assembling and distributing documentation, and assisting with the setup of meetings.
- Collect, sort, and distribute mail.
- Assist with preparing correspondence, reports, newsletters, and documents, and distribute through inter-office mail, email, US postal service, or otherwise as directed.
- Assist with electronic media such as Twitter, Facebook, the website and, the department electronic sign board.
- May manage department supplies and materials, and order supplies and materials as needed.
- May manage the department’s online presence including the website and social media accounts, ensuring content is timely, accurate and useful.
- Maintain department files in an orderly manner, file documents, and retrieve documents from files as requested.
- Perform other similar tasks or related works as assigned by the department head and designee.
- Flexible in work hours, accommodating occasional evenings

Minimum Qualifications

- High School diploma.
- A minimum of two years of clerical or administrative experience in a customer service or municipal setting, or any equivalent combination of experience and education.
- Ability to provide excellent customer service and work effectively with the public.
- Experience with Microsoft Office products and ability to effectively utilize Word, Excel, PowerPoint and other standard administrative software and databases.
- Ability to communicate effectively with others, orally and in writing.
- Experience with social media platforms such as Twitter and Facebook
- Ability to exercise initiative and use good judgment, prioritize tasks, work with limited direction in the completion of tasks and assignments.
- Ability to organize and perform multiple tasks effectively.
- Ability to maintain confidentiality.

Job Environment

Work is generally performed inside a building with the exception of providing transportation and home delivered meals. The work environment is characteristic of an office environment, with even walking surfaces and generally low noise levels. Noise levels may be elevated during certain programs or performances that may be scheduled in the building.

Physical Requirements

The work is generally of an intellectual nature. While performing the functions of this job, the employee is required to stand and sit for prolonged periods. Frequently required use of hands to handle, or feel objects; reaches with hands and arms, bends, stoops, kneels, and/or crouches. Specific vision abilities required include close and medium-distance vision and the ability to adjust focus. Must be able to hear normal sounds, distinguish sound as voice and communicate through human speech. Required to lift and carry equipment and supplies weighing up to 30 pounds. This position requires the ability to operate a keyboard, computer mouse, telephone, fax, copier, writing tools, scissors, and other standard office equipment.

EOE

To Apply:

Submit resume, cover letter, and completed application to:

Town Manager's Office

Attn: Assistant Town Manager/Director of Human Resources

121 Glen Road

Wilmington, MA 01887

or via email at:

jobs@wilmingtonma.gov

If submitting by email, please use "Elder Services Coordinator Assistant" in the subject. Resume, cover letter and completed application may be attached as a PDF to the email. Please note, we will not reformat or fix formatting issues if sent electronically in a file type other than PDF.